

CLIENT SERVICE CHARTER

About Youturn

Our Mission

We support young and vulnerable people in their times of need to live a healthy and meaningful life.

Our Vision

Trusted to create safe, inclusive, and supportive communities.

Services available to you:

Child Safety: Providing children and young people with safe and caring environments.

Homelessness: Providing sustainable housing for vulnerable people in our communities, including access to financial counselling.

Mental Health: Supporting young people to manage their mental health.

Suicide Prevention: Supporting people and communities impacted by suicide.

We are committed to:

- Providing professional support and services in a safe and competent manner with care, skill, and respect for the right to privacy and confidentiality.
- Maintaining appropriate and professional relationships with our clients, colleagues, and stakeholders.
- Fostering a culture of honesty, integrity, fairness, inclusiveness, and accountability.
- Taking all practical measures to ensure that not only our workplace, but also the behaviour of our Youturn team is safe and without risk to those seeking our support.

You have the right to be:

- Treated with dignity, courtesy, and respect.
- Informed about what services are available.
- Represented by a support person/advocate of your choice.
- Free from physical, sexual, emotional, and verbal abuse.
- Free from discrimination of all kinds.

Our Values

- Listen to understand
- Individualised support
- Safe spaces
- Trusting relationships
- Embracing diversity
- Non-judgmental



You will be supported to:

- Access a safe and healthy environment with our services.
- Participate in any decision-making processes about your life and make your own choices.
- Access any information about yourself held by Youturn.
- Receive translation and interpreting assistance to communicate with us.
- Provide feedback and complaints about the service without fear of losing the service or being disadvantaged in any way.
- Have a complaint dealt with fairly and promptly.
- Appeal decisions made about your service provision and have a fair and prompt appeal.

You are responsible for:

- Treating staff and others who seek support from Youturn with courtesy and respect.
- Acting in a manner that respects the safety of others and yourself.
- Actively participating in the services and support offered to you.
- Taking responsibility for the results of any decisions you make.



YOU↑TURN®

[YOUTURN.ORG.AU](https://youturn.org.au)



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Accountable Chief Executive Officer

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